1.) What Technical environment will they be working in?  (What vendors systems, tools, etc)?
**Answer: Windows XP, Office and Outlook 2007, DELL computers, Hewlett Packard printers**

2.) What incident tracking systems should they have experience with?
**Answer: BMC Remedy is currently used, but since most incident systems are similar, any system experience is acceptable.**

3.) Is there a limit to the number of candidates we can submit?
**Answer: No**

4.) In Project Tasks and Deliverables, under Position Tasks, one item states Provide support for Windows based and other OET standard software applications.  Could we get further description of OET standard software applications?
**Answer:  Office and Outlook 2007, MS Project, Visio, Adobe Acrobat, Adobe Creative Suite, Adobe Photoshop, PointSec Encryption, McAfee Anti Virus, Crystal XI, Hummingbird Exceed, WS-FTP Pro**

## The Statement of Work Process Schedule is revised as follows:

Statement of Work published                            July 30, 2009

Deadline for Questions from Respondents          August 4, 2009 at 5:00 pm Central Daylight
Savings Time (CDT)

Response to Questions Posted on web-site          August 10, 2009 by 4:30 pm Central
Daylight Savings Time (CDT)

Proposals due from Respondents                      August 12, 2009 at 4:00 pm Central
Daylight Savings Time (CDT)

Proposal evaluation begins                            August 12, 2009 at 4:01 pm Central
Daylight Savings Time (CDT)

Anticipated Interviews scheduled, conducted, and completed the week of August 17, 2009

Anticipated proposal evaluation & decision          August 20 - 21, 2009